

PERKS & BENEFITS REPORT - BEFORE AND AFTER COVID

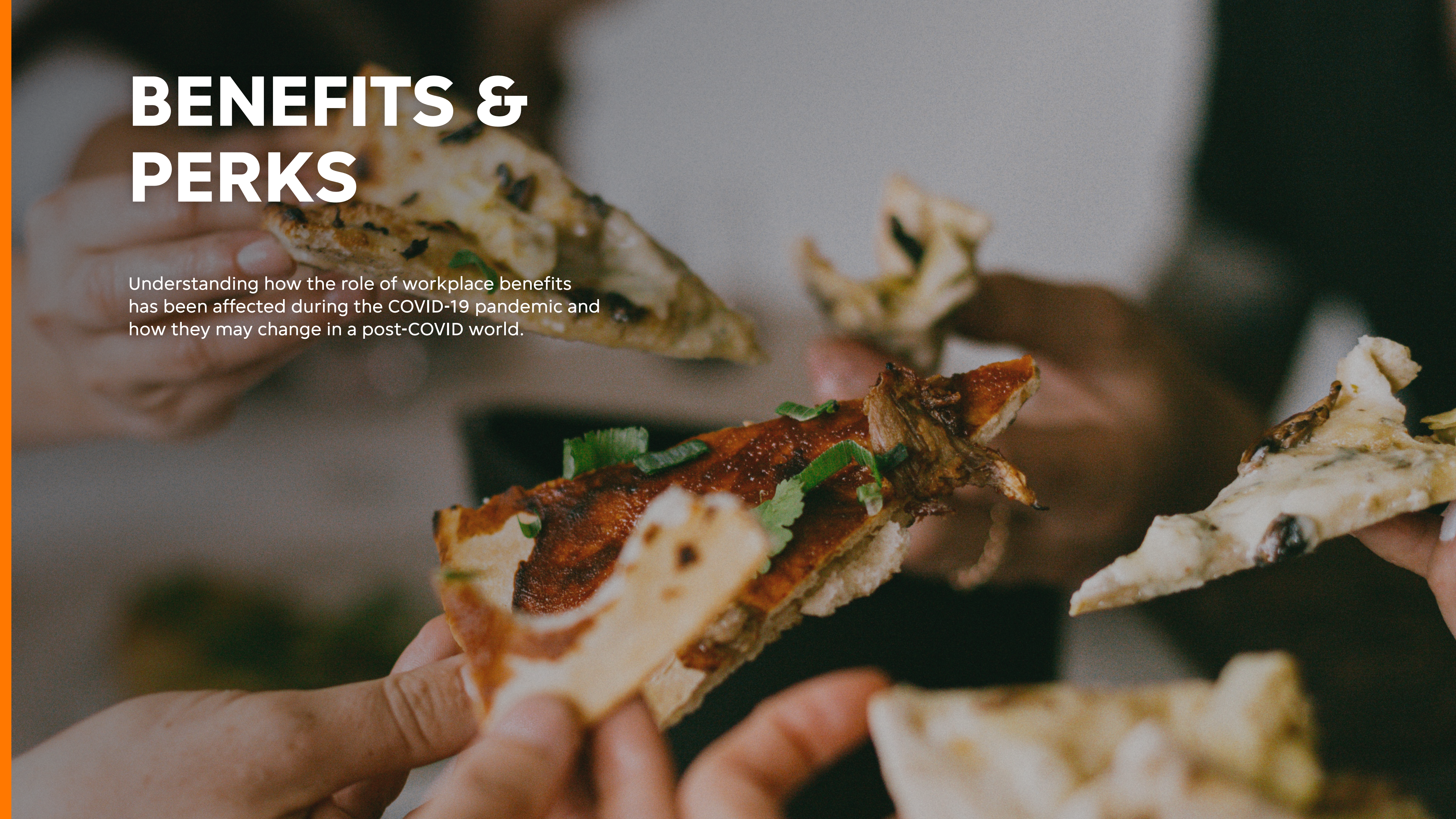
MARCH 2021

A report on UK business plans
for a post-pandemic future



BENEFITS & PERKS

Understanding how the role of workplace benefits has been affected during the COVID-19 pandemic and how they may change in a post-COVID world.



DID YOU PROVIDE FOOD PERKS IN THE OFFICE PRE-COVID?

Prior to the COVID-19 pandemic, 75% of respondents' businesses were offering food perks to their employees.

Yes

75%

No

22%

Don't know

3%



HOW DID YOU PROVIDE FOOD PERKS IN THE OFFICE PRE-COVID?



Of the 75% of our survey respondents whose businesses offered food perks, the most popular method of providing these perks pre-COVID was via delivered-in food (67%) followed by snacks and pantry items (63%).

Delivered-in food

67%

Only snacks / pantry

63%

Canteen

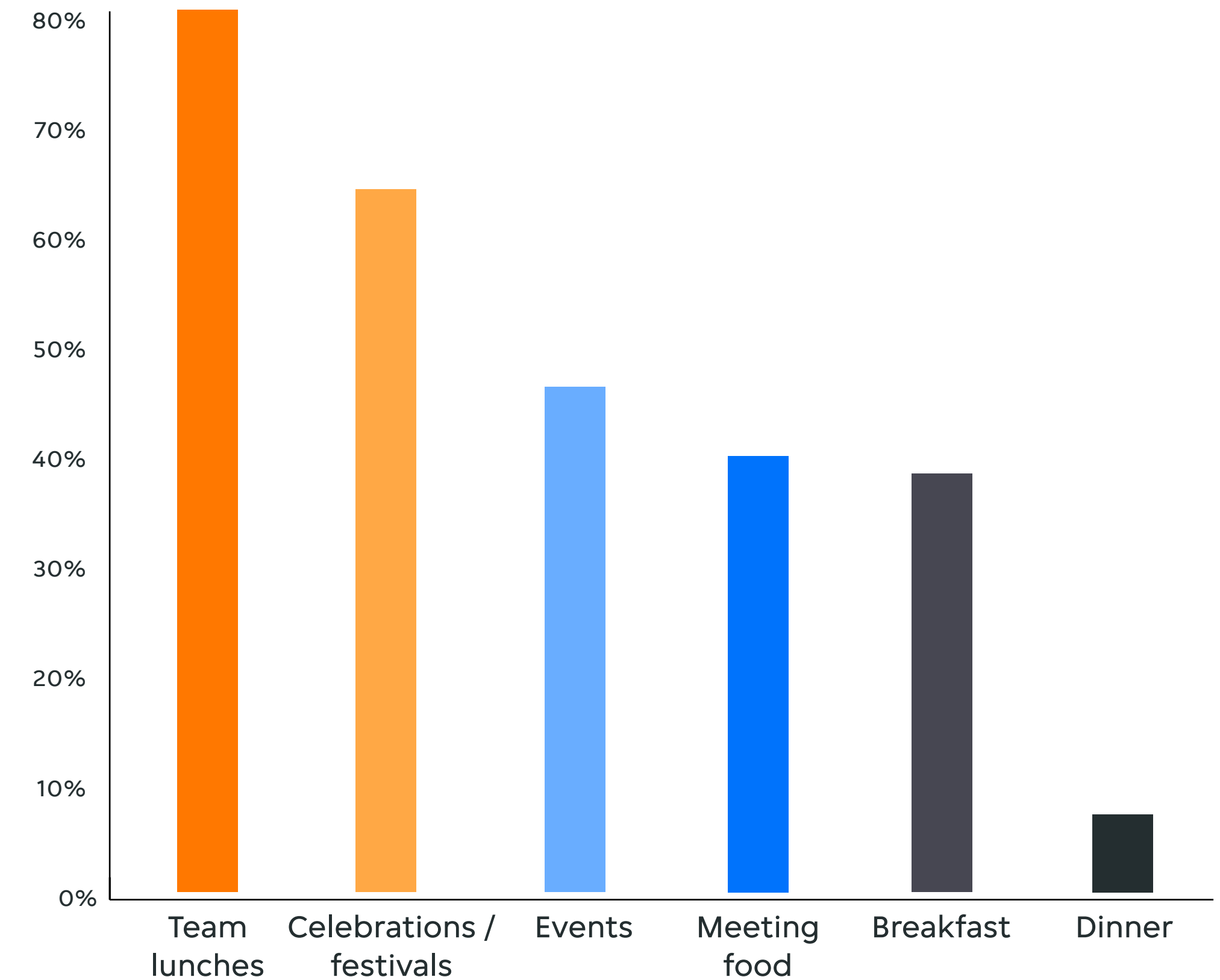
17%

Expenses

13%

WHAT OCCASIONS DID YOU PROVIDE FOOD PERKS FOR PRE-COVID?

Out of the 75% of respondents who provided food perks to employees pre-COVID, 80% offered team lunches to their workers. The second most-popular occasion was for team celebrations or festivals such as Christmas, Halloween or Pancake Day.





HAVE YOU PROVIDED FOOD PERKS WHILE THE OFFICES HAVE BEEN CLOSED?

Since the start of the pandemic, with offices closed and teams working at home, many businesses have not been able to provide their employees with regular in-office benefits, such as food perks.

65% of our survey respondents stopped food perks all together when their offices closed. However, almost a third of respondents did continue providing food benefits to their at-home teams during this pandemic.

No

65%

Yes

29%

Don't know

6%

WHAT HAVE YOU PROVIDED TO EMPLOYEES WHILE OFFICES HAVE BEEN CLOSED?



Virtual Parties

55%

Vouchers / Gift cards

55%

DIY or Recipe kits

52%

Food / produce boxes

41%

Expenses

7%

Of the 29% of respondents who continued providing food perks to their at-home teams, the two most popular methods have been virtual parties (55%) and food gift cards (55%), followed by DIY and recipe kits (52%) and food or produce boxes (41%). Many businesses have been working hard to find ways of continuing company culture going while teams work from home as well as maintaining engagement and providing their teams with a morale boost. The popularity of these different types of food perks during this pandemic highlights how important this has been for businesses during these challenging times.

WILL YOU OFFER FOOD PERKS TO EMPLOYEES WHEN OFFICES REOPEN?

Over half of respondents (52%) plan to provide food perks to employees when offices reopen, which demonstrates the focus businesses are putting on employee engagement and satisfaction.

Maintaining company culture is going to be vital as businesses begin their return to the office, regardless of which version of the office it may be. Shared moments between employees act as key to engage and retain team culture, and food is one of the ways businesses can spearhead positive company culture.

Yes

52%

Don't know

29%

No

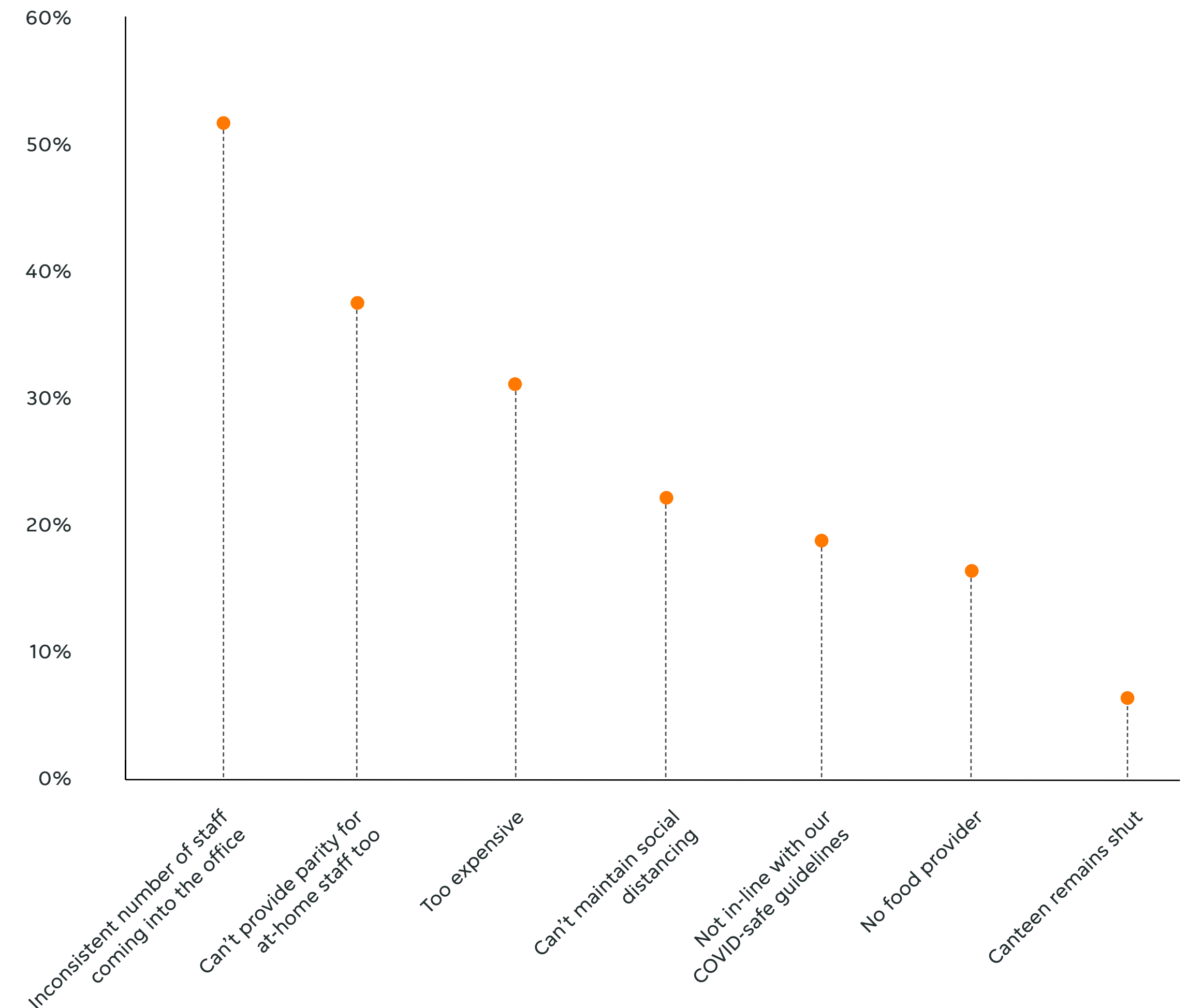
19%



[FOR THOSE THAT ANSWERED “NO” OR “DON’T KNOW”] WHY WON’T YOU PROVIDE FOOD PERKS WHEN OFFICES REOPEN?

Of the 48% of respondents who don’t plan to offer food perks or are unsure of if they will offer food perks once offices reopen, the most-cited reason why is due to inconsistent number of staff coming into the office (52%), followed by the inability to provide the same perks for at-home staff as their in-office staff (38%).

There’s no doubt that COVID has changed the way we work, and with these changes come new challenges for businesses.



[FOR THOSE THAT ANSWERED “YES”] HOW WILL YOU PROVIDE FOOD PERKS WHEN OFFICES REOPEN?



Of the 52% of respondents who plan to offer food perks once offices reopen, the most popular method will be delivered-in food (75%), followed by just providing snacks and pantry items (60%).

These results further highlight the fact that health and safety of employees will undoubtedly be top priority for businesses as they reopen their offices. Employees want reassurance that coming into the office will not put them at risk. Which is why businesses are looking to a delivered-in food model, where meals come individually-labelled and packaged from high-quality and hygiene-rated providers, delivered by as few drivers as possible, all adhering to COVID-safe best practices.

Delivered-in food

75%

Only snacks / pantry

60%

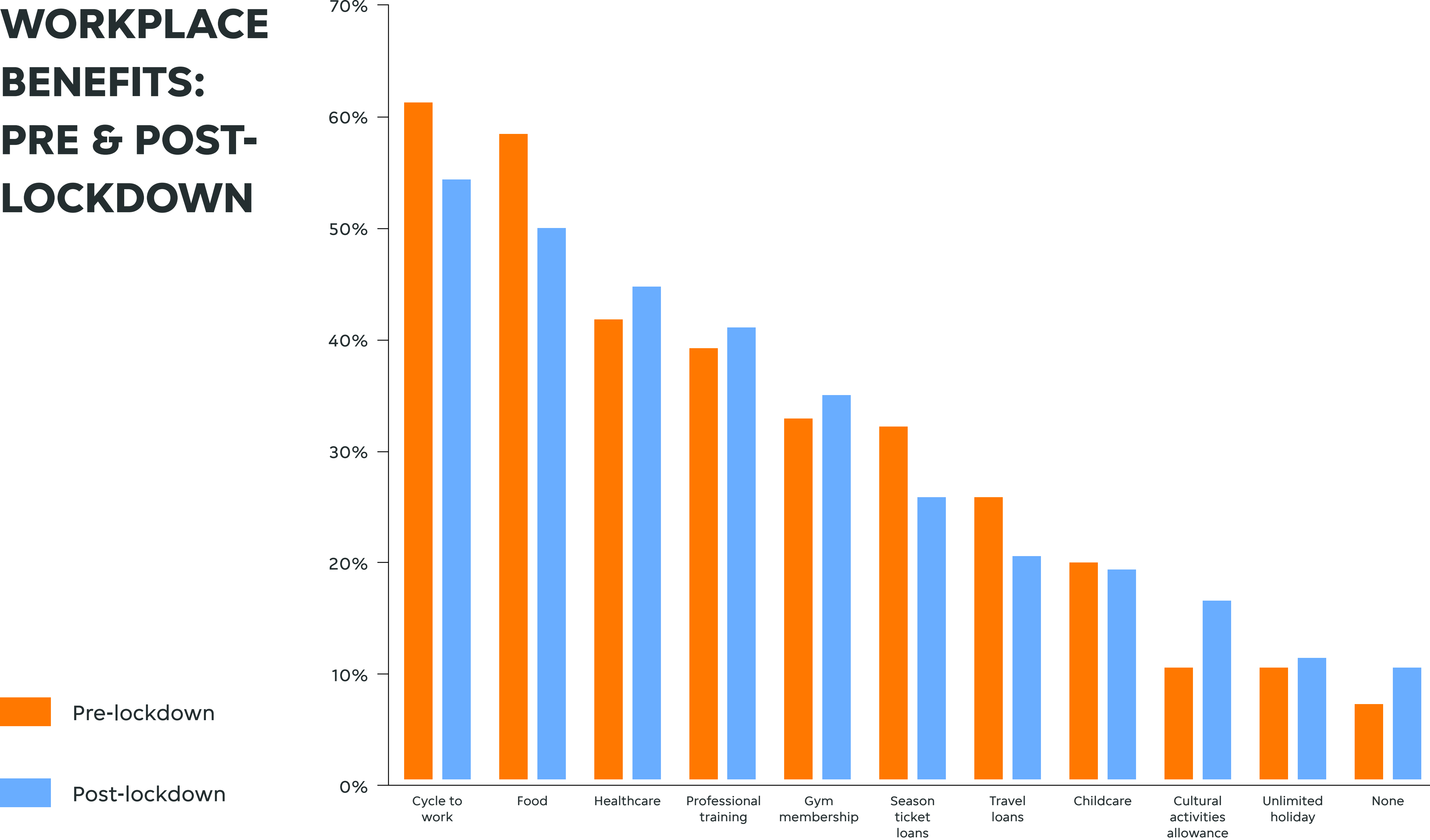
Vouchers / Gift cards

38%

Expenses

11%

WORKPLACE BENEFITS: PRE & POST- LOCKDOWN





We asked respondents to select which common workplace benefits their businesses offered pre-COVID and which they plan to offer when their offices reopen.

The benefits that saw the biggest increase post-lockdown were professional training (+5pp), cultural activities allowance (+5pp), gym membership (+2pp) and healthcare (+2pp). Interestingly, the companies that opted not to offer any benefits after offices reopen also increased by 5pp.

Benefits focused around individual progression and health & wellbeing appear to be the most popular. This could be a direct effect of the COVID-19 pandemic, with businesses prioritising the physical and mental wellbeing of their employees.

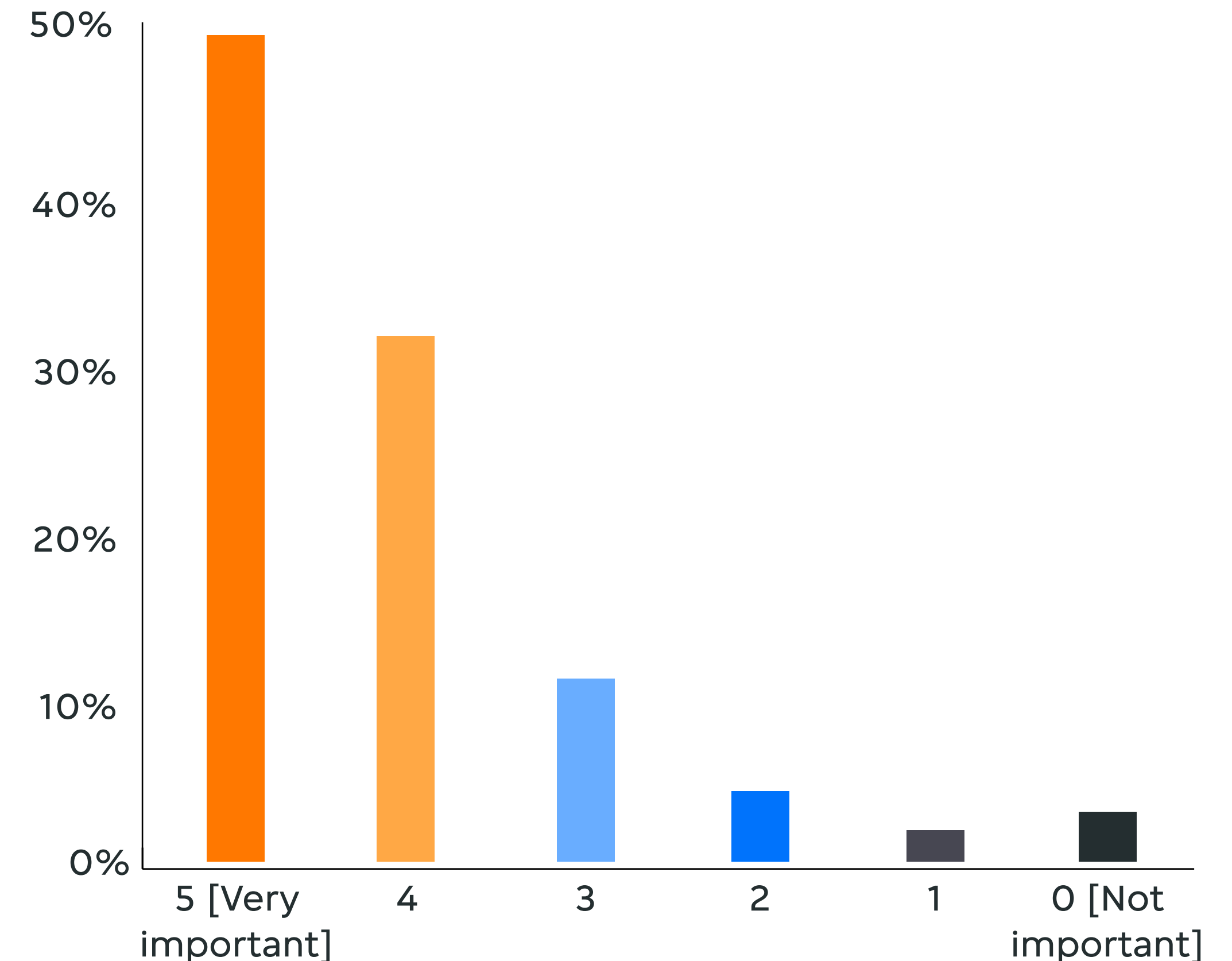
The benefits that decreased the most were food (-8pp), cycle to work schemes (-7pp), season ticket loans (-6pp) and travel loans (-5pp).

This predicted shift in workplace benefits may be indicative of the uncertainty of the role the office will play in the immediate future. This correlates with 48% of our survey respondents not planning to or unsure of if they will continue with food perks once the office reopens. And the most-cited reasons for discontinuing food perks being inconsistent office capacity and businesses unsure of how to offer parity to their at-home and in-office employees.

HOW IMPORTANT IS IT FOR YOUR COMPANY TO PROVIDE BENEFITS TO BOTH IN-OFFICE AND AT-HOME EMPLOYEES?

Based on our survey, the majority of respondents (81%) believe it's "important" or "very important" for businesses to provide benefits that are accessible to their in-office and at-home employees.

With hybrid working looking likely to stay for the near future, it highlights the importance for businesses to identify how they can ensure employee engagement is maintained and thriving, regardless of where their staff are working. From policies and processes to service providers and partners, flexibility is key.



WORK CULTURE IS CHANGING

People want flexibility and businesses need to adapt to meet the needs of their employees if they want to recruit and retain top talent.

Maintaining company culture is going to be vital as businesses begin their return to the office, regardless of which version of the office it may be.

Not only will we see changes to the office, but workplace perks may be changing too. Based on our survey, it's possible we will see businesses investing more in perks that benefit their employees individually, such as in professional training or providing gym membership, as well as cultural activities that bring teams together to bond and socialise.

Over half of our respondents plan to provide food perks to their employees when their businesses reopen. Employees want reassurance of their health and safety, which is why 75% of respondents identified the delivered-in model as their preferred method as meals come individually-labelled and packaged, from high-quality restaurant providers, delivered by as few drivers as possible, all adhering to COVID-safe best practice.



PERKS THAT BENEFIT ALL

We've all been working apart for a long time. Coming together again in an office environment is going to take time and businesses need ensure they're supporting the needs of their teams to ease this transition.

Initiatives that keep morale high, provide support and maintain company culture should also be a focus alongside introducing practical measures to ensure health and safety. Shared moments between employees act as key to engage and retain team culture, and food is one of the ways businesses can spearhead positive company culture, which is why over half of our respondents (52%) plan to provide food perks to their employees when offices reopen. Whether it's providing lunch in the office for employees, sending morale-boosting treats to enjoy at home or keeping meetings fueled with brain-boosting snacks, food perks are an easy way for organisations to provide parity to their in-office and at-home workers seamlessly.

It's important for organisations to work with partners and providers that can adapt to this new flexible demand and provide a hybrid approach to the "next normal".

ABOUT US

WHO ARE JUST EAT FOR BUSINESS?

Just Eat for Business is the UK's leading office food delivery platform, with the mission to make working lives better through great food. We're also one of the leading providers of direct-to-consumer food box home delivery services.

We connect corporate customers to 600 of the best restaurants and caterers around to provide their employees with delicious food, drinks, and snacks.



Whether their teams are working from home or in the office, we have solutions to suit every company. With safe, contact-free delivery available nationwide, Just Eat for Business helps companies keep their staff well-fed and connected, however far apart they may be.

We're also part of the world's largest food delivery group outside of China, Just Eat Takeaway, which operates in 24 countries.



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